

# Provider Report



## Follow-Up After Discharge and Coordination of Care

Our providers play a vital role in coordinating care and ensuring our members receive timely follow-up care after discharge from an emergency department (ED) or inpatient (IP) hospital stay for mental health (MH) and substance use disorder (SUD) services.

### Tips for Providers to Improve Follow-Up Care:

- Partner with ED and IP facilities to provide 7-day and 30-day appointments
- Offer virtual and phone visits, if applicable
- If possible, block time on your schedule specific for urgent and follow-up visits

- Discuss the importance of attending appointments and suggest patients set up a reminder in their phone/calendar
- Send reminders to patients/caregivers ahead of the appointment
- Ask patients if they would like to bring a support person with them
- Address transportation or other barriers that may prevent the patient from attending the appointment
- Reschedule and discuss the need for additional support or resources when patients cancel or miss an appointment

[Learn more about HEDIS.](#) HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

## Pre-Auth Check

Use these tools to see if a pre-authorization is needed. They're quick and easy.

If an authorization is needed for Physical Health or Behavioral Health, you can use the secure Nebraska Total Care provider portal to submit online.

### Pre-Auth Check Tools

[Radiology](#)  
[Physical Health](#)  
[Behavioral Health](#)  
[PT/OT/ST](#)

[NebraskaTotalCare.com](https://NebraskaTotalCare.com)

## Follow-Up After High-Intensity Care for Substance Use Disorder

Best practices for individuals 13 years and older diagnosed with SUD who are preparing for discharge from an acute inpatient medical, mental health, or substance use facility, residential treatment, or withdrawal management (detoxification) event includes a follow-up appointment within seven days after the individual's discharge date.

Aftercare can occur with any practitioner for a principal diagnosis of SUD during an outpatient visit, telehealth visit, intensive outpatient visit, partial hospitalization, or medication assisted treatment appointments.

# New Clinical Payment Policies

## Effective July 1, 2024 (Infectious Disease)

Nebraska Total Care presents [new clinical payment policies](#) to provide payment protocols for Infectious Disease Primary and Preventive Care Lab Screenings and Lab Testing related to Infectious Diseases. Please review prior to implementation.

Policies have been posted on the Nebraska Total Care [Clinical & Payment Policies](#) page.

If you have questions, please contact [Provider Relations](#).



## Electronic Visit Verification (EVV)

Effective May 1, 2024, consistent with previous guidance from MLTC, the Medicaid MCO's and Netsmart, all Home Care Service providers are mandated to submit claims via the Netsmart Electronic Visit Verification (EVV) solution.

As a reminder, for Nebraska Total Care Home Care claims needing to be re-submitted as a corrected claim, including those for line-item denials, need to be done via the Manual Corrected Claim functionality in the Netsmart solution.

To avoid claim denials, providers should not submit corrected claims for Medicaid primary services through the Nebraska Total Care Secure Provider Portal.

If you have questions, please contact [Provider Relations](#).

## EVV Netsmart Customer Support

If you are experiencing an Electronic Visit Verification (EVV) issue, please follow the instructions below for Netsmart customer support options. If the issue is policy-related, Netsmart support will assist in guiding you correctly to the appropriate payer or resource.

### Call Netsmart Customer support

1-833-483-5587

### Enter your language preference

Option 1: English

Option 2: Spanish

### Enter your state abbreviation

Nebraska: 63 on the keypad

### Listen to the prompts for assistance

Option 1: Password reset instructions

Option 2: Training material and FAQ's

Option 3: Speak with an agent

### Select your payer organization

Option 1: Nebraska DHHS

Option 2: Nebraska Total Care/Centene

Option 3: Nebraska United

Option 3: Nebraska Molina

### Please have the following information ready for your call.

Be prepared to screen share so support can better assist!

- Provider contact name
- Provider phone number
- Provider email address
- EIN, NPI and Medicaid ID
- Alternate vendor name (if applicable)
- Confirmation of payer
- Summary and description of the issue

### Communicate EVV issue resolution

Netsmart will facilitate/communicate EVV ticket resolution to provider

\*\*Please be sure to capture your Netsmart ticket number and add to all correspondence or You can enter a support ticket via Netsmart Connect – [Open Netsmart Support Case](#)



Provider Services: 1-844-385-2192 (TTY 711)

Provider Relations: [ProviderRelations@NebraskaTotalCare.com](mailto:ProviderRelations@NebraskaTotalCare.com)

Contracting: [NetworkManagement@NebraskaTotalCare.com](mailto:NetworkManagement@NebraskaTotalCare.com)

### Mailing Address:

Nebraska Total Care  
Attn: Provider Relations  
2525 N 117th Ave, Suite 100  
Omaha, NE 68164-9988

### Claims Address:

Nebraska Total Care  
Attn: Claims  
PO Box 5060  
Farmington, MO 63640-5060